

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:3372

ANSWERED ON:12.02.2014

ACKNOWLEDGEMENT OF MPS LETTERS

Khairi Shri Chandrakant Bhaurao; Meghwal Shri Bharat Ram; Rama Devi Smt.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether VIP references including from Members of Parliament (MPs) are not being acknowledged by various officials of the ministers/ministries/subordinate offices;

(b) if so, the details thereof along with the existing guidelines in this regard;

(c) whether the Government has taken any action against the erring officials; and

(d) if so, the details thereof and the remedial measures taken by the Government for prompt reply of VIP references including MPs correspondence? ANSWER

Answer

MINISTER OF THE STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCE AND PENSIONS AND MINISTER OF THE STATE IN THE PRIME MINISTER'S OFFICE (SHRI V. NARAYANASAMY)

(a) to (c) Guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) for handling the communications received from Members of Parliament (MPs) specify that such communications should be attended to promptly and acknowledged within 15 days, followed by a reply within the next 15 days. In cases where delay is anticipated, an interim reply should be given indicating the possible date for a final reply. It is the responsibility of each Ministry/Department of the Government of India to follow the instructions laid down in the CSMOP in this regard and no centralized data is maintained.

(d) The instructions contained in the CSMOP relating to the letters received from the MPs are periodically reiterated. The Minister of State of Personnel, Public Grievances & Pensions had also written to all the Union Ministers on 05.05.2011 reiterating the above guidelines and also suggested setting up of a mechanism to periodically monitor progress in disposal of references received from the MPs. The Department of Personnel & Training had also issued an Office Memorandum dated 1.12.2011 addressed to all the Ministries/Departments of the Government of India and all the Chief Secretaries of States/Union Territories. The guidelines were reiterated vide Secretary (Personnel)'s D.O. letter dated 09.10.2012 addressed to Chief Secretaries of all States/Union Territories.